



Department of Managed Health Care

JOB OPPORTUNITY

ARNOLD SCHWARZENEGGER, Governor

Dale E. Bonner, Agency Secretary

Release Date: 06/19/07

CLASSIFICATION: Associate Health Program Adviser

FINAL FILE DATE: Until Filled

SALARY: \$4255 - \$5172

LOCATION: HMO Help Center, FTB Court at Mayhew

DUTIES AND RESPONSIBILITIES: Looking for an exciting position in a friendly environment with **free parking**? The Department of Managed Health Care, HMO Help Center (HHC) announces the following opportunity for an Associate Health Program Adviser. Under the supervision of the Staff Services Manager I, Complaint Resolution Branch (CRB), the incumbent will be assigned program-related responsibilities that ensure effective interpretation and implementation of the Knox-Keene Health Care Service Plan Act of 1975, the California Code of Regulations, Title 28, and program policies and procedures. The incumbent will analyze, review, research, evaluate, and prepare responses to a variety of complex issues in relation to health plans and interdepartmental special projects and assignments. The incumbent will provide subject matter expertise in the review and evaluation of the Early Review, Standard Complaint, and GLADE programs and processes; perform health program related analysis and evaluation critical to the HHC; monitor Quality Assurance activities by completing monthly audits of CRB staff's closed cases; develop and maintain an internal centralized system to monitor, track, and evaluate deficiencies; and recommend corrective action for programs within the CRB. The incumbent will provide lead support to CRB staff; assume lead over health program projects performing independent, varied, and technical research and statistical work; support complaint resolution activities as assigned; formulate interdepartmental policies, procedures, and program alternatives; and conduct high level analytical studies and make recommendations on a broad spectrum of health program related issues.

DESIRABLE QUALIFICATIONS:

- Knowledge of health care service programs and trends
- Familiarity with research and survey methods to assist in the development of health care projects
- Excellent communicating skills, both oral and in writing
- Ability to exercise a high degree of initiative, independence, and flexibility
- Good interpersonal skills
- Ability to adjust to shifting priorities, meet deadlines, and work under pressure
- Excellent attendance and dependability
- Able to conduct analytical studies, data analysis and reporting, and to meet project deadlines
- Knowledge and skill with Microsoft software, including experience with creating tables and graphs
- Service oriented and the ability to work cooperatively with others

WHO MAY APPLY: State employees, who are currently in the above classification, have list eligibility for appointment or have transfer eligibility are encouraged to apply. Appointment is subject to SROA. **ONLY THOSE BEST QUALIFIED WILL BE INTERVIEWED.** For further technical information regarding the position, please contact Christina Vaiza at (916) 255-2408. **SEND A COMPLETED APPLICATION/RESUME TO THE PERSON AND ADDRESS PROVIDED BELOW** (please include your social security number for eligibility verification and indicate RPA#06-477 under the job title).

All applicants not currently employed by the DMHC will be subject to a pre-employment background investigation. The investigation will consist of fingerprinting and an inquiry to the California Department of Justice to disclose criminal records.

SUBMIT APPLICATION AND/OR RESUME TO:

Department of Managed Health Care
Attention: Christina Vaiza
980 9th Street, Suite 500
Sacramento, CA 95814

California Relay Service: Voice Line: 1-800-735-2922
TDD User: 1-800-735-2929

161-8337-xxx

AN EQUAL OPPORTUNITY EMPLOYER – EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, AGE, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, OR SEXUAL ORIENTATION.